Start Here

MFC-9970CDW

Please read Safety and Legal Booklet first before you set up your machine. Then, please read this Quick Setup Guide for the correct setup and installation.

To view the Quick Setup Guide in other languages, please visit http://solutions.brother.com/.

▲ WARNING	<u>WARNING</u> indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
▲ CAUTION	<u>CAUTION</u> indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.



Unpack the machine and check the components

	Installation CD-ROM, Documentation CD-ROM	Accessory Order Form (USA only)	Product Registration Sheet (USA only)
	AC Power Cord	Basic User's Guide	Quick Setup Guide
		Waste Toner Box (pre-installed)	Belt Unit (pre-installed)
Starter Toner Cartridges (pre-installed) (Black, Cyan, Magenta and Yellow)	Drum Unit (pre-installed)	Telephone Line Cord	Safety and Legal Booklet

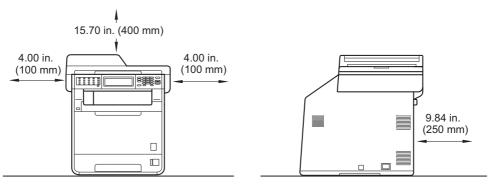
WARNING

- Plastic bags are used in the packaging of your machine. Plastic bags are not toys. To avoid danger of suffocation, please keep these bags away from babies and children and dispose of them properly.
- This machine is heavy and weighs approximately 62.8 lb. (28.5 kg). To prevent possible injuries at least two people should lift the machine. Be careful not to pinch your fingers when you put the machine down.
- If you use a Lower Tray, carry it separately from your machine.



Note

• Keep a minimum gap around the machine as shown in the illustration.



- · The components included in the box may differ depending on your country.
- · We recommend that you save the original packaging.
- If for any reason you must ship your machine, carefully repack the machine in the original packaging to avoid any damage during transit. The machine should be adequately insured with the carrier. For how to repack the machine, see *Packing and shipping the machine* in the *Advanced User's Guide*.
- The interface cable is not a standard accessory. Buy the appropriate interface cable for the interface you want to use (USB or Network).

USB cable

- It is recommended to use a USB 2.0 cable (Type A/B) that is no longer than 6 feet (2 meters).
- DO NOT connect the interface cable at this time. Connecting the interface cable is done during MFL-Pro installation process.

Network cable

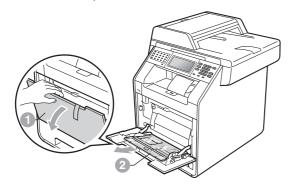
Use a straight-through Category5 (or greater) twisted-pair cable for 10BASE-T or 100BASE-TX Fast Ethernet Network.

Remove the packing material from the machine

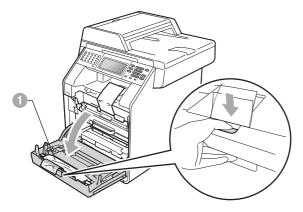
• IMPORTANT

DO NOT connect the AC power cord yet.

- Remove the packing tape from the outside of the machine.
- Open the MP tray ①, and remove the plastic sheet ② from the MP tray support, then close the MP tray.



Press the front cover release button and open the front cover. Remove the silica gel pack ①.



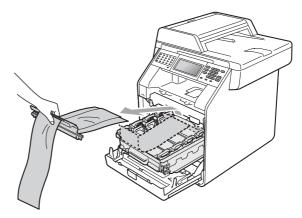
A CAUTION

DO NOT eat the Silica Pack. Discard immediately.

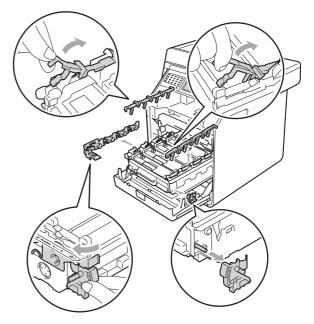
Hold the green handle of the drum unit
and pull it out until it stops.



Gently pull the orange packing material towards the front of the machine to remove it.



Remove the packing tape and the 4 orange packing pieces.



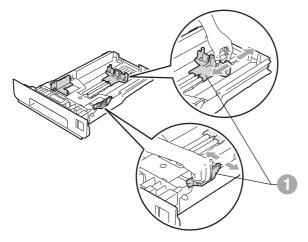
- Push the drum unit firmly back into the machine.
- Close the front cover of the machine.

Load paper in the paper tray

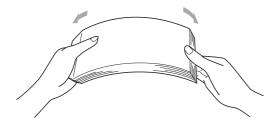
Pull the paper tray completely out of the machine.



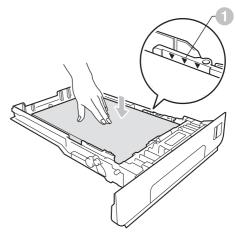
While pressing the green paper-guide release lever ①, slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.



Fan the stack of paper well to avoid paper jams and misfeeds.



- d Put paper in the tray and make sure:
 - The paper is below the maximum paper mark (▼▼▼) ①.
 Over filling the paper tray will cause paper iams
 - The side to be printed on must be face down.
 - The paper guides touch the sides of the paper so it will feed properly.



Put the paper tray firmly back in the machine.

Make sure that it is completely inserted into the machine.



For more information about recommended paper, see Recommended paper and print media in the Basic User's Guide.



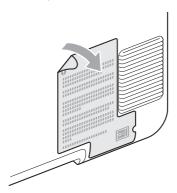
Connect the power cord and telephone line

• IMPORTANT

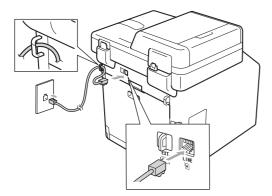
DO NOT connect the interface cable yet.



- a Connect the AC power cord to the machine, and then plug it into an AC power outlet.
- b Remove the label covering the machine's power switch, and then switch the machine on.



C Connect the telephone line cord. Connect one end of the telephone line cord to the jack on the machine marked LINE and the other end to a modular wall jack.



IMPORTANT

The telephone line cord MUST be connected to the jack on the machine marked LINE.

WARNING

The machine must be grounded using a 3-prong plug.

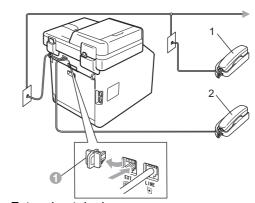
Since the machine is grounded through the power outlet, you can protect yourself from potentially hazardous electrical conditions on the telephone network by keeping the power cord connected to your machine when you connect it to a telephone line. Similarly, you can protect yourself when you want to move your machine by disconnecting the telephone line first and then the power cord.



🛭 Note

If you are sharing one telephone line with an external telephone, connect it as shown below.

Before you connect the external telephone, remove the protective cap
from the EXT. jack on the machine.

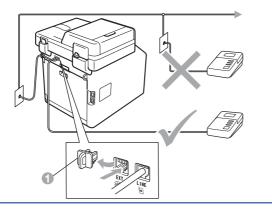


- Extension telephone
- 2 External telephone

Note

If you are sharing one telephone line with an external telephone answering machine, connect it as shown below.

Before you connect the external telephone answering machine, remove the protective cap from the **EXT.** jack on the machine.



Set the receive mode to External TAD if you have an external answering machine. See Choose the correct Receive Mode on page 7. For additional details, see Connecting an external TAD (telephone answering device) in the Basic User's Guide.

Choose your language (if needed)

- Press MENU.
- Press ▲ or ▼ to display Initial Setup.

 Press Initial Setup.
- Press ▲ or ▼ to display Local Language.
 Press Local Language.
- d Press your language.
- Press Stop/Exit.



Choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) you have (or will be using) on the same line as the Brother machine.

Will you be using a Distinctive Ring number for receiving faxes?

Brother uses the term "Distinctive Ring" but telephone companies may have other names for this service such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Call, and Smart Ring. See *Distinctive Ring* in the *Basic User's Guide* for instruction on setting up your machine using this feature.

Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. See *Voice Mail* in the *Basic User's Guide* for instructions on setting up your machine using this service.

Will you be using a Telephone Answering Device on the same telephone line as your Brother machine? Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose External TAD as your receive mode. See the instructions below.

Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Choose Fax Only as your receive mode. See the instructions below.

Will you be using your Brother machine on the same line as your telephone?

Do you want to receive voice calls and faxes automatically?

The Fax/Tel receive mode is used when sharing the Brother machine and your telephone on the same line. Choose Fax/Tel as your receive mode. See the instructions below.

Important Note: You cannot receive voice messages on either Voice Mail or an answering machine when choosing the Fax/Tel mode.

Do you expect to receive very few faxes?

Choose Manual as your receive mode. You control the telephone line and must answer every call yourself. See the instructions below.

- $\ \bigcirc$ For details, see Using receive modes in the Basic User's Guide.
- Press MENU.
- Press ▲ or ▼ to display Initial Setup.

 Press Initial Setup.
- C Press ▲ or ▼ to display Receive Mode.
 - Press Receive Mode.
- Press your receive mode.
- Press Stop/Exit.

Set the LCD brightness (if needed)

If you are having difficulty reading the LCD, try changing the brightness setting.

- Press MENU.
- Press ▲ or ▼ to display General Setup.

 Press General Setup.
- Press ▲ or ▼ to display LCD Settings.
 Press LCD Settings.
- d Press Backlight.
- Press Light, Med or Dark.
- f Press Stop/Exit.

8

Set the date and time

The machine displays the time, and if you set up the station ID the date and time will be added to each fax you send.

- Press MENU.
- Press ▲ or ▼ to display Initial Setup.

 Press Initial Setup.
- Press ▲ or ▼ to display Date&Time.

 Press Date&Time.
- Press Date&Time again.
- Enter the last two digits of the year using the buttons on the Touchscreen, and then press OK.



(e.g. Enter 1, 1 for 2011.)

- Enter the two digits for the month using the buttons on the Touchscreen, and then press OK.
 - (e.g. Enter 0, 3 for March.)
- Enter the two digits for the day using the buttons on the Touchscreen, and then press OK.
 - (e.g. Enter 2, 5 for 25th.)
- Enter the time in 24-hour format using the buttons on the Touchscreen, and then press OK.
 - (e.g. Enter 1, 5, 2, 5 for 3:25 P.M.)
- Press Stop/Exit.



Set your Station ID

The machine displays the date and time, and if you set up the Station ID, it will add it to each fax you send.

- Press MENU.
- Press ▲ or ▼ to display Initial Setup.

 Press Initial Setup.
- Press A or ▼ to display Station ID.
 Press Station ID.
- Enter your fax number (up to 20 digits) using the buttons on the Touchscreen, and then press OK.
- Enter your telephone number (up to 20 digits) using the buttons on the Touchscreen, and then press OK. (If your telephone number and fax number are the same, enter the same number again.)
- Use the buttons on the Touchscreen to enter your name (up to 20 characters), and then press OK.



- To enter numbers or special letters, press repeatedly until the character you want to enter appears, then press the character you want.
- If you entered a letter incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and press ☒.
- To enter a space, press the space key button or >.
- For more details, see *Entering text* in the *Basic User's Guide*.
- Press Stop/Exit.



Note

If you make a mistake and want to start again, press **Stop/Exit** and go back to step **a**.

(USA only) The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or electronic device to send any message via a telephone fax machine unless such messages clearly contain, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity or other individual sending the message and the telephone number of the sending machines or such business, other entity or individual. To program this information into your machine, see Set the date and time on page 8 and Set your Station ID on page 9.



Fax Transmission Report

Your Brother machine is equipped with a Transmission Verification Report that can be used as confirmation that you sent a fax. This report lists the name or fax number of the receiving party, the date, time, and duration of the transmission, the number of pages transmitted, and whether or not the transmission was successful. If you want to use the Fax Transmission Report feature see Printing reports in the Advanced User's Guide.



Set tone or pulse dialing mode (Canada only)

Your machine comes set for Tone dialing service. If you have Pulse dialing service (rotary), you need to change the dialing mode.

- Press MENU.
- b Press ▲ or ▼ to display Initial Setup. Press Initial Setup.
- Press ▲ or ▼ to display Tone/Pulse. Press Tone/Pulse.
- Press Pulse (or Tone).
- e Press Stop/Exit.

Set the telephone line compatibility

If you are connecting the machine to a VoIP service (over the Internet) you need to change the compatibility setting.



Note

If you are using an analog telephone line you can skip this step.

- a Press MENU.
- b Press ▲ or ▼ to display Fax. Press Fax.
- C Press ▲ or ▼ to display Miscellaneous. Press Miscellaneous.
- d Press Compatibility.
- e Press Basic (for VoIP).
- Press Stop/Exit.

Dial Prefix

The dial prefix setting will automatically dial a predefined number before every fax number you dial. For example: If your phone system requires a 9 to dial an outside number this setting will automatically dial 9 for every fax you send.

- a Press MENU.
- Press ▲ or ▼ to display Initial Setup. Press Initial Setup.
- Press ▲ or ▼ to display Dial Prefix. Press Dial Prefix.
- Press on.
- Press Dial Prefix.
- Enter the prefix number (up to 5 digits) using the buttons on the Touchscreen, and then press OK.

Note

- You can use the number 0 to 9, #, * and !.
- · You cannot use ! with any other numbers or characters.
- If your telephone system requires a timed break recall (hookflash), press Hook to enter the
- If the pulse dialing mode is on, # and * are not available to use. (Canada only)
- Press Stop/Exit.

Automatic Daylight Savings Time

You can set the machine to change automatically for daylight savings time. It will reset itself forward one hour in the Spring and backward one hour in the Fall.

- a Press MENU.
- b Press ▲ or ▼ to display Initial Setup. Press Initial Setup.
- C Press ▲ or ▼ to display Date&Time. Press Date&Time.
- d Press Auto Daylight.
- Press On (or Off).
- Press Stop/Exit.

Set the Time Zone

You can set the time zone (not summer time but standard time) on the machine for your location. For example, the time zone for Eastern Time in the USA and Canada is UTC-05:00.

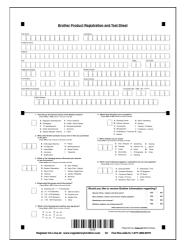
- a Press MENU.
- b Press ▲ or ▼ to display Initial Setup. Press Initial Setup.
- Press ▲ or ▼ to display Date&Time. Press Date&Time.
- Press Time Zone.
- Press + or to set your time zone. Press OK.
- Press Stop/Exit.

Send in the Product Registration and Test Sheet (USA only)

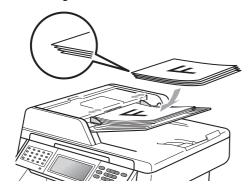
You can also register your product online using the On-Line Registration link from the installation CD-ROM or visit

http://www.brother.com/registration/.

Fill out the Product Registration and Test Sheet.



Put the sheet face up in the ADF (Automatic Document Feeder) or face down on the scanner glass.



- Make sure (FAX) is illuminated in Blue.
- d Enter the toll-free fax number: 1-877-268-9575.
- Press Black Start or Color Start.



You will receive a confirmation fax of your Product Registration.

Wired Network

Wireless Network



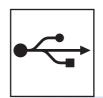
Choose your connection type

These installation instructions are for Windows® 2000 Professional, Windows® XP Home/Windows® XP Professional, Windows® XP Professional x64 Edition, Windows Vista®, Windows® 7, and Mac OS X (versions 10.4.11, 10.5.x and 10.6.x).



For Windows Server® 2003/2003 x64 Edition/2008/2008 R2, visit your model page at http://solutions.brother.com/.





For USB Interface Users

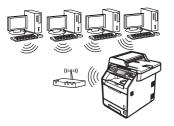
Windows[®], go to page 14 Macintosh, go to page 16





For Wired Network

Windows[®], go to page 18 Macintosh, go to page 21





For Wireless Network

Windows® and Macintosh, go to page 23



You can download the latest drivers and utilities for your machine from the Brother Solutions Center at http://solutions.brother.com/.



For USB Interface Users (Windows® 2000 Professional/XP/XP Professional x64 Edition/Windows Vista®/Windows® 7)



Before you install

Make sure that your computer is ON and you are logged on with Administrator rights.

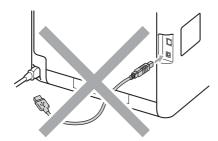
! IMPORTANT

- If there are any programs running, close them
- The screens may differ depending on your operating system.



The installation CD-ROM includes ScanSoft™ PaperPort™ 12SE. This software supports Windows® XP (SP3 or greater), XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater) and Windows® 7. Update to the latest Windows® Service Pack before installing MFL-Pro Suite. For Windows® 2000 (SP4 or greater) users, when the ScanSoft™ PaperPort™ 11SE download screen appears during the installation of MFL-Pro Suite, follow the on-screen instructions.

Turn off the machine and make sure the USB interface cable is **NOT** connected to the machine. If you have already connected the cable, disconnect it.



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Install MFL-Pro Suite

Put the installation CD-ROM into your CD-ROM drive. If the model name screen appears, choose your machine. If the language screen appears, choose your language.



If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

Click Initial Installation and then Install MFL-Pro Suite.



Click **Yes** if you accept the license agreements.



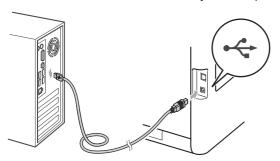
- If the installation does not continue automatically, open the top menu again by ejecting and then reinserting the CD-ROM or double-click the **start.exe** program from the root folder, and continue from step **b** to install MFL-Pro Suite.
- For Windows Vista[®] and Windows[®] 7 users, when the User Account Control screen appears, click Allow or Yes.
- If you want to install the PS driver (BR-Script3 printer driver), choose Custom Install and then follow the on-screen instructions.
- Follow the on-screen instructions until this screen appears.



Macintosh



e Connect the USB cable to the USB connector marked with the symbol on your machine and then connect the cable to your computer.



Turn the machine on, and follow the on-screen instructions to complete setup.

• IMPORTANT

DO NOT cancel any of the screens during the installation. It may take a few seconds for all screens to appear.



- For Windows Vista® and Windows® 7 users, when the Windows Security screen appears, click the check box and click **Install** to complete the installation correctly.
- · If an error message appears during the software installation, run the Installation **Diagnostics** located in start/All Programs/Brother/MFC-XXXX (where MFC-XXXX is your model name).



The installation is now complete.



- · Depending on your security settings, a Windows Security or antivirus software window may appear when using the machine or its software. Please allow or permit the window to continue.
- XML Paper Specification Printer Driver The XML Paper Specification Printer Driver is the most suitable driver for Windows Vista® and Windows® 7 when printing from the applications that use the XML Paper Specification documents. Please download the latest driver by accessing the Brother Solutions Center at http://solutions.brother.com/.



For USB Interface Users (Mac OS X 10.4.11 - 10.6.x)

18

Before you install

Make sure your machine is connected to the power and your Macintosh is ON. You must be logged on with Administrator rights.

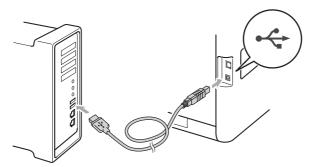
IMPORTANT

For Mac OS X 10.4.10 users, upgrade to Mac OS X 10.4.11 - 10.6.x. (For the latest drivers and information on the Mac OS X you are using, visit http://solutions.brother.com/.)



If you want to setup the PS driver (BR-Script3 printer driver), please go to the Brother Solutions Center at http://solutions.brother.com/ and click Downloads on your model page and visit FAQ's for setup instructions.

Connect the USB cable to the USB connector marked with the symbol on your machine and then connect the cable to your Macintosh.



C Make sure your machine's power switch is on.

19

Install MFL-Pro Suite

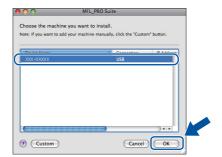
- Put the installation CD-ROM into your CD-ROM drive.
- Double-click the **Start Here OSX** icon. Follow the on-screen instructions.





It may take a few minutes for installation to complete.

Follow the on-screen instructions until this screen appears. Choose your machine from the list, and then click **OK**.



d When this screen appears, click Next.



ок!

The installation of MFL-Pro Suite is now complete.

Go to step 20 on page 17.





When Presto! PageManager is installed OCR capability is added to Brother ControlCenter2. You can easily scan, share and organize photos and documents using Presto! PageManager.

On the Brother Support screen, click Presto! PageManager and follow the on-screen instructions.





The installation is now complete.



For Wired Network Interface Users (Windows® 2000 Professional/XP/XP Professional x64 Edition/Windows Vista®/Windows® 7)

18

Before you install

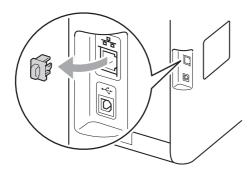
Make sure that your computer is ON and you are logged on with Administrator rights.

• IMPORTANT

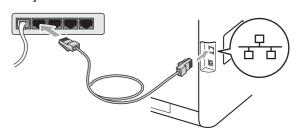
- If there are any programs running, close them.
- The screens may differ depending on your operating system.



- The installation CD-ROM includes ScanSoft™ PaperPort™ 12SE. This software supports Windows® XP (SP3 or greater), XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater) and Windows® 7. Update to the latest Windows® Service Pack before installing MFL-Pro Suite. For Windows® 2000 (SP4 or greater) users, when the ScanSoft™ PaperPort™ 11SE download screen appears during the installation of MFL-Pro Suite, follow the on-screen instructions.
- Disable all personal firewall software (other than Windows[®] Firewall), anti-spyware or antivirus applications for the duration of the installation.
- Remove the protective cap from the LAN connector marked with a symbol.



Connect the network interface cable to the LAN connector and then connect it to a free port on your hub.



d Make sure your machine's power switch is on.

19 Install MFL-Pro Suite

Put the installation CD-ROM into your CD-ROM drive. If the model name screen appears, choose your machine. If the language screen appears, choose your language.



If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

Click Initial Installation and then Install MFL-Pro Suite.



Click **Yes** if you accept the license agreements.





- · If the installation does not continue automatically, open the top menu again by ejecting and then reinserting the CD-ROM or double-click the **start.exe** program from the root folder, and continue from step **b** to install MFL-Pro Suite.
- For Windows Vista® and Windows® 7 users. when the User Account Control screen appears, click Allow or Yes.
- If you want to install the PS driver (BR-Script3 printer driver), choose Custom Install and then follow the on-screen instructions.
- d When the Firewall/AntiVirus detected screen appears, choose Change the Firewall port settings to enable network connection and continue with the installation. (Recommended) and click Next. (Not for Windows® 2000 users)



If you are not using the Windows® Firewall, see the user's guide for your software for information on how to add the following network ports.

- For network scanning, add UDP port 54925.
- For network PC-Fax receiving, add UDP port 54926.
- If you still have trouble with your network connection, add UDP port 137.
- e Follow the on-screen instructions to complete setup.

IMPORTANT

DO NOT cancel any of the screens during the installation. It may take a few seconds for all screens to appear.



- If your machine is not found over the network, confirm your settings by following the on-screen instructions.
- · You can find your machine's IP address and the node name by printing out the Network Configuration List. See Print the Network Configuration List on page 35.
- For Windows Vista® and Windows® 7 users, when the Windows Security screen appears, click the check box and click Install to complete the installation correctly.
- · If an error message appears during the software installation, run the Installation Diagnostics located in start/All Programs/Brother/MFC-XXXX LAN (where MFC-XXXX is your model name).

Install MFL-Pro Suite on additional computers (if needed)

If you want to use your machine with multiple computers on the network, install MFL-Pro Suite on each computer. Go to step 19 on page 18.



Network license (Windows®)

This product includes a PC license for up to 5 users. This license supports the installation of the MFL-Pro Suite including ScanSoft™ PaperPort™ 12SE or ScanSoft™ PaperPort™ 11SE on up to 5 PCs on the network. If you want to use more than 5 PCs with ScanSoft™ PaperPort™ 12SE or ScanSoft™ PaperPort™ 11SE installed, please purchase the Brother NL-5 pack which is a multiple PC license agreement pack for up to 5 additional users. To purchase the NL-5 pack, contact your authorized Brother dealer or contact Brother customer service.



The installation is now complete.







Note

- If you use a specified IP Address for the machine, you must set the Boot Method to Static by using the control panel. For more information, see Network menu in the Network User's Guide.
- Depending on your security settings, a
 Windows Security or antivirus software window
 may appear when using the machine or its
 software. Please allow or permit the window to
 continue.
- XML Paper Specification Printer Driver
 The XML Paper Specification Printer Driver is
 the most suitable driver for Windows Vista® and
 Windows® 7 when printing from the
 applications that use the XML Paper
 Specification documents. Please download the
 latest driver by accessing the Brother Solutions
 Center at http://solutions.brother.com/.

Wired Network



For Wired Network Interface Users (Mac OS X 10.4.11 - 10.6.x)

18

Before you install

Make sure your machine is connected to the power and your Macintosh is ON. You must be logged on with Administrator rights.

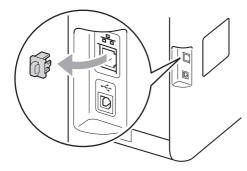
IMPORTANT

For Mac OS X 10.4.10 users, upgrade to Mac OS X 10.4.11 - 10.6.x. (For the latest drivers and information on the Mac OS X you are using, visit http://solutions.brother.com/.)

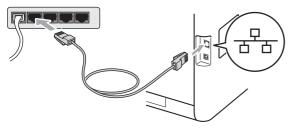


If you want to setup the PS driver (BR-Script3 printer driver), please go to the Brother Solutions Center at http://solutions.brother.com/ and click Downloads on your model page and visit FAQ's for setup instructions.

Remove the protective cap from the LAN connector marked with a symbol.



Connect the network interface cable to the LAN connector and then connect it to a free port on your hub.



d Make sure your machine's power switch is on.

19

Install MFL-Pro Suite

- Put the installation CD-ROM into your CD-ROM drive.
- Double-click the **Start Here OSX** icon. Follow the on-screen instructions.

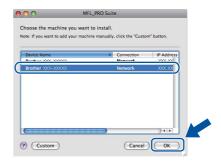




Note

It may take a few minutes for installation to complete.

Follow the on-screen instructions until this screen appears. Choose your machine from the list, and then click **OK**.





If your machine is not found over the network, confirm your network settings. See *Before you install* on page 21.



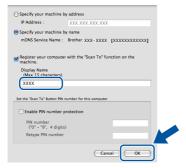




- You can find your machine's MAC Address (Ethernet Address) and IP Address by printing out the Network Configuration List. See Print the Network Configuration List on page 35.
- · If this screen appears click OK.



Enter a name for your Macintosh in **Display Name** up to 15 characters long and click **OK**. Go to **d**.



- If you want to use the machine's SCAN key to scan over the network, you must check the Register your computer with the "Scan To" function on the machine box.
- The name you enter will appear on the machine's LCD when you press (SCAN) and choose a scan option. (For more information, see Network Scanning in the Software User's Guide.)
- d When this screen appears, click **Next**.





The installation of MFL-Pro Suite is now complete.

Go to step 20 on page 22.

Download and install Presto! PageManager

When Presto! PageManager is installed OCR capability is added to Brother ControlCenter2. You can easily scan, share and organize photos and documents using Presto! PageManager.

On the Brother Support screen, click Presto! PageManager and follow the on-screen instructions.



Install MFL-Pro Suite on additional computers (if needed)

If you want to use your machine with multiple computers on the network, install MFL-Pro Suite on each computer. Go to step **19** on page 21.



The installation is now complete.



If you use a specified IP Address for the machine, you must set the Boot Method to Static by using the control panel. For more information, see *Network menu* in the *Network User's Guide*.



For Wireless Network Interface Users



Before you begin

First you must configure the wireless network settings of your machine to communicate with your network access point/router. After the machine is configured to communicate with your access point/router, computers on your network will have access to the machine. To use the machine from these computers, you will need to install the drivers and software. The following steps will guide you through the configuration and installation process.

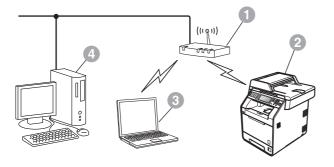
• IMPORTANT

- If you are going to connect the machine to your network, we recommend that you contact your system administrator prior to installation. You must know your wireless network settings before you proceed with this installation.
- If you have previously configured the wireless settings of the machine you must reset the network (LAN) settings before you can configure the wireless settings again.
 - 1. On your machine, press MENU.
 - 2. Press ▲ or ▼ to display Network, and press Network.
 - 3. Press ▲ or ▼ to display Network Reset, and press Network Reset.
 - 4. Press Yes.
 - 5. Press Yes for 2 seconds.



- To achieve optimum results with normal everyday document printing, place the Brother machine as close to the network access point/router as possible with minimal obstructions. Large objects and walls between the two devices as well as interference from other electronic devices can affect the data transfer speed of your
 - Due to these factors, wireless may not be the best method of connection for all types of documents and applications. If you are printing large files, such as multi-page documents with mixed text and large graphics, you may want to consider choosing wired Ethernet for a faster data transfer or USB for the fastest throughput speed.
- Although the Brother MFC-9970CDW can be used in both a wired and wireless network, only one of the connection methods can be used at a time.

Infrastructure Mode



- Access point/router
- Wireless Network machine (your machine)
- Wireless capable computer connected to the access point/router
- Wired computer connected to the access point/router



Confirm your network environment (Infrastructure Mode)

The following instructions will offer two methods for installing your Brother machine in a wireless network

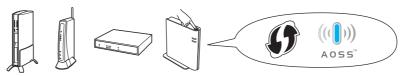


Note

To setup your machine in any other wireless environment, you can find instructions in the Network User's

a Configuration using Wi-Fi Protected Setup or AOSS™ (one push configuration)

If your WLAN access point/router supports automatic wireless mode (Wi-Fi Protected Setup or AOSS™)



Now go to

page 25

b Manual configuration from the control panel

> If your WLAN access point/router does not support Wi-Fi Protected Setup or AOSS™, write down the wireless network settings of your WLAN access point/router.

• IMPORTANT

Please do not contact Brother Customer Service for assistance without the wireless security information. We cannot assist you in locating your network security settings.

Network name (SSID/ESSID)	Network Key

For example:

Network name (SSID/ESSID)	Network Key
HELLO	12345678



Note

- If you do not know this information (Network Name (SSID/ESSID) and Network Key), you cannot continue the wireless setup.
- How can I find this information (Network Name (SSID/ESSID) and Network Key)
 - 1. You should see the documentation provided with your WLAN access point/router.
 - 2. The initial network name could be the manufacturer's name or the model name.
 - 3. If you do not know the security information, please consult the router manufacturer, your system administrator or internet provider.

Now go to

page 26

Wireless Network





Connecting the Brother machine to the wireless network



Configure the wireless settings using the automatic wireless mode

Confirm your WLAN access point/router has the Wi-Fi Protected Setup or AOSS™ symbol as shown below.





- b Place the Brother machine within range of your Wi-Fi Protected Setup or AOSS™ access point/router. The range may differ depending on your environment. Refer to the instructions provided with your access point/router.
- C On your machine, press MENU. Press ▲ or ▼ to display Network, and press Network.

Press WLAN, and then WPS/AOSS.

When WLAN Enable? is displayed, press On. This will start the wireless setup wizard.

Otherwise press Stop/Exit to exit from the wireless setup wizard.

When Start WPS or AOSS on your wireless access point / router then press OK. appears, press the Wi-Fi Protected Setup or AOSS™ button on your WLAN access point/router. See the user's guide for your WLAN access point/router for instructions. And then press OK.



This feature will automatically detect which mode (Wi-Fi Protected Setup or AOSS™) your access point/router uses to configure your machine.



If your WLAN access point/router supports Wi-Fi Protected Setup (PIN Method) and you want to configure your machine using the PIN (Personal Identification Number) Method, see Using the PIN Method of Wi-Fi Protected Setup in the Network User's Guide.

d A connection result message appears on the LCD and a WLAN report will automatically be printed.

> If the connection failed, check the error code on the printed report and refer to Troubleshooting on page 27.



Wireless setup is now complete. A four level indicator at the top right of your machine's LCD will show the wireless signal strength of your access point/router.

To install the MFL-Pro Suite, continue to step 21.

For Windows® Users:

Now go to

page 31

For Macintosh Users:

Now go to

page 33

(4))

For Wireless Network Users

20

Configure the wireless settings (typical Wireless Setup in infrastructure mode)

• IMPORTANT

You must have the wireless settings you wrote down for your network in step 19 on page 24 before you proceed.

On your machine, press MENU.

Press ▲ or ▼ to display Network, and press Network.

Press WLAN, and then Setup Wizard.

When WLAN Enable? is displayed, press On. This will start the wireless setup wizard.

Otherwise press **Stop/Exit** to exit from the wireless setup wizard.

The machine will search for available SSIDs. If a list of SSIDs is displayed, use ▲ or ▼ to choose the SSID you wrote down in step **19** on page 24.

If you are using an authentication and encryption method that requires a Network Key, go to **c**.

If your authentication method is Open System and your encryption mode is None, go to **e**.

If your WLAN access point/router supports Wi-Fi Protected Setup, The selected access point / router supports WPS. Use WPS? appears. To connect your machine using the automatic wireless mode, press Yes. (If you choose No (Manual), go to c to enter the Network Key.) When Start WPS on your wireless access point / router , then press Next. appears, press the Wi-Fi Protected Setup button on your WLAN access point/router, and then press Next. Go to e.

Note

- It will take several seconds to display a list of available SSIDs.
- If a list of SSIDs is not displayed, make sure your access point is on. Move your machine closer to the access point and try starting from a again.

If you use your machine in an IEEE 802.1x supported wireless network, see *Using IEEE 802.1x authentication* in the *Network User's Guide*.

If your access point is set to not broadcast the SSID you will have to manually add the SSID name. For details, see *Configuring your machine when the SSID is not broadcast* in the *Network User's Guide*.

Enter the Network Key you wrote down in step **19** on page 24 using the buttons on the Touchscreen to choose each letter or number. To delete the letters you have entered, press



To enter numbers or special letters, press repeatedly until the character you want to enter appears, then press the character you want.

Press to change between upper case and lower case.

For more information, see *Entering Text for Wireless Settings* on page 30.

Press OK when you have entered all the characters, then press Yes to apply your settings. Go to \mathbf{d} .

- Your machine will now try to connect to your wireless network using the information you have entered.
- A connection result message appears on the LCD and a WLAN report will automatically be printed.

If the connection failed, check the error code on the printed report and refer to *Troubleshooting* on page 27.



Wireless setup is now complete. A four level indicator at the top right of your machine's LCD will show the wireless signal strength of your access point/router.

To install the MFL-Pro Suite, continue to step 21.

For Windows® Users:

Now go to

page 31

For Macintosh Users:

Now go to

page 33



Troubleshooting

• IMPORTANT

Please do not contact Brother Customer Service for assistance without the wireless security information. We cannot assist you in locating your network security settings.

How can I find the wireless settings (Network Name (SSID/ESSID) and Network Key)

- 1. You should see the documentation provided with your WLAN access point/router.
- 2. The initial network name could be the manufacturer's name or the model name.
- 3. If you do not know the security information, please consult the router manufacturer, your system administrator or internet provider.
- The Network Key may also be described as the Password, Security Key or Encryption Key.
- If the WLAN access point/router is set to not broadcast the SSID, the SSID will not automatically be detected. You will have to manually enter the SSID name. See Configuring your machine when the SSID is not broadcast in the Network User's Guide.

WLAN report

If the WLAN report that printed shows that the connection failed, check the error code on the printed report and refer to the following instructions

refer to the followi	The mode doctorio.	
Error code	Recommended Solutions	
	The wireless setting is not activated, turn the wireless setting to ON.	
TO 04	- If a LAN cable is connected to your machine, disconnect it and turn the wireless setting of your machine to ON.	
TS-01	1. On your machine, press MENU.	
	2. Press ▲ or ▼ to display Network, and press Network.	
	3. Press WLAN, and then Setup Wizard.	
	4. When WLAN Enable? is displayed, press On. This will start the wireless setup wizard.	
	The WLAN access point/router cannot be detected.	
	1. Check the following 4 points.	
	- Make sure that the WLAN access point/router is powered on.	
	 Move your machine to an obstruction-free area, or closer to the WLAN access point/router. 	
TS-02	 Temporarily place your machine within about 3.3 feet (one meter) from the WLAN access point when you are configuring the wireless settings. 	
10 02	 If your WLAN access point/router is using MAC address filtering, confirm the MAC address of the Brother machine is allowed in the filter. 	
	If you manually entered the SSID and security information (SSID/authentication method/encryption method/Network Key) the information may be incorrect. Reconfirm the SSID and security information and reenter the correct information as necessary.	
	See How can I find the wireless settings (Network Name (SSID/ESSID) and Network Key) on page 27 to confirm.	



Error code	Recommended Solutions			
	The wireless network and security setting you entered may be incorrect. Reconfirm the wireless network settings. * Check if the entered or selected SSID/authentication method/encryption method/UserID/Userpass are correct.			
TS-03				
	See How can I find the wireless settings (Network Name (SSID/ESSID) and Network Key) on page 27 to confirm.			
	The Authentication/Encryption m not supported by your machine.	The Authentication/Encryption methods used by the selected WLAN access point/router are not supported by your machine.		
	access point/router. Your machin WPA2, OPEN and Shared key.	For infrastructure mode, change the authentication and encryption methods of the WLAN access point/router. Your machine supports the following authentication methods WPA, WPA2, OPEN and Shared key. WPA supports TKIP or AES encryption methods. WPA2 supports AES for the encryption method. OPEN and Shared key correspond to WEP encryption.		
	If your problem is not solved the SSID or network settings you entered may be incorrect. Reconfirm the wireless network settings.			
	Combined table of authentication	n and encryption methods		
TS-04	Authentication method	Encryption method		
	WPA-Personal	TKIP		
		AES		
	WPA2-Personal	AES		
	OPEN	WEP		
		NONE (without encryption)		
	Shared key	WEP	[[00][0]	
	See How can I find the wireless settings (Network Name (SSID/ESSID) and Network Key) on page 27 to confirm.			
	For ad-hoc mode, change the authentication and encryption methods of your computer for the wireless setting. Your machine supports OPEN authentication method only, with optional WEP encryption.			
TS-05	The security information (SSID/Network Key) is incorrect. Reconfirm the SSID and security information (Network Key). If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.		rst WEP key. Your Brother	
	See How can I find the wireless settings (Network Name (SSID/ESSID) and Network Key) on page 27 to confirm.			
TS-06	The wireless security information (Authentication method/Encryption method/Network Key) is incorrect. Reconfirm the wireless security information (Authentication method/Encryption method/Network Key) in the table of TS-04. If your router uses WEP encryption, enter the key used as the first WEP key. Your Brother machine supports the use of the first WEP key only.			
	See How can I find the wireless settings (Network Name (SSID/ESSID) and Network Key) on page 27 to confirm.			



Error code	Recommended Solutions	
	The machine cannot detect a WLAN access point/router that has WPS or AOSS™ enabled. If you would like to configure your wireless settings using WPS or AOSS™, you must operate both your machine and the WLAN access point/router. Confirm your WLAN access point/router supports WPS or AOSS™ and try starting again.	
TS-07	If you do not know how to operate your WLAN access point/router using WPS or AOSS™, see the documentation provided with your WLAN access point/router, ask the manufacturer of your WLAN access point/router or ask your network administrator.	
TS-08	 Two or more WLAN access points that have WPS or AOSS™ enabled are detected. Confirm that only one WLAN access point/router within range has the WPS or AOSS™ method active and try again. Try starting again after a few minutes in order to avoid interference from other access points. 	





Entering Text for Wireless Settings

When you are setting certain menu selections, you may need to enter text into the machine. Press to choose between letters, numbers and special characters. Press to change between upper case and lower case.



Inserting spaces

To enter a space, press the space key button or ▶.

Making corrections

If you entered a letter incorrectly and want to change it, press ◀ or ▶ to move the cursor under the incorrect character. Then press ☑. Enter the correct character. You can also insert letters by moving the cursor and entering a character.



- The characters available may differ depending on your country.
- The keyboard layout may differ depending on the function you are setting.





Install the Drivers & Software (Windows® 2000 Professional/XP/XP Professional x64 Edition/ Windows Vista®/Windows® 7)

Before you install

Wireless Network

Make sure that your computer is ON and you are logged on with Administrator rights.

IMPORTANT

- · If there are any programs running, close
- · The screens may differ depending on your operating system.



🛭 Note

- The installation CD-ROM includes ScanSoft™ PaperPort™ 12SE. This software supports Windows® XP (SP3 or greater), XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater) and Windows® 7. Update to the latest Windows® Service Pack before installing MFL-Pro Suite. For Windows® 2000 (SP4 or greater) users, when the ScanSoft™ PaperPort™ 11SE download screen appears during the installation of MFL-Pro Suite, follow the on-screen instructions.
- · Disable all personal firewall software (other than Windows® Firewall), anti-spyware or antivirus applications for the duration of the installation.



Install MFL-Pro Suite

Put the installation CD-ROM into your CD-ROM drive. If the model name screen appears, choose your machine. If the language screen appears, choose your language.



If the Brother screen does not appear automatically, go to My Computer (Computer), double-click the CD-ROM icon, and then double-click start.exe.

b Click Initial Installation and then Install MFL-Pro Suite.



Click Yes if you accept the license agreements.



- · If the installation does not continue automatically, open the top menu again by ejecting and then reinserting the CD-ROM or double-click the **start.exe** program from the root folder, and continue from step **b** to install MFL-Pro Suite.
- For Windows Vista® and Windows® 7 users, when the User Account Control screen appears, click Allow or Yes.
- Choose Wireless Network Connection and click Next.



Note

If you want to install the PS driver (BR-Script3 printer driver), choose Custom Install and then follow the on-screen instructions.

When the Firewall/AntiVirus detected screen appears, choose Change the Firewall port settings to enable network connection and continue with the installation. (Recommended) and click Next. (Not for Windows® 2000 users)



If you are not using the Windows® Firewall, see the user's quide for your software for information on how to add the following network ports.

For network scanning, add UDP port 54925.

Wireless Network



- For network PC-Fax receiving, add UDP port 54926.
- If you still have trouble with your network connection, add UDP port 137.
- Follow the on-screen instructions until this screen appears. Choose the machine from the list, and then click **Next**.





- If your wireless settings fail, the Wireless
 Device Setup Wizard screen appears. Follow
 the on-screen instructions to complete the
 wireless configuration.
- If you are using WEP and the LCD displayed 'Connected' but your machine is not found, make sure you entered the WEP key correctly. The WEP key is case sensitive.
- Follow the on-screen instructions to complete setup.

IMPORTANT

DO NOT cancel any of the screens during the installation. It may take a few seconds for all screens to appear.



- For Windows Vista® and Windows® 7 users, when the Windows Security screen appears, click the check box and click Install to complete the installation correctly.
- If an error message appears during the software installation, run the Installation Diagnostics located in start/AII Programs/Brother/MFC-XXXX LAN (where MFC-XXXX is your model name).

Install MFL-Pro Suite on additional computers (if needed)

If you want to use your machine with multiple computers on the network, install MFL-Pro Suite on each computer. Go to step **22** on page 31.



Network license (Windows®)

This product includes a PC license for up to 5 users. This license supports the installation of the MFL-Pro Suite including ScanSoft™ PaperPort™ 12SE or ScanSoft™ PaperPort™ 11SE on up to 5 PCs on the network. If you want to use more than 5 PCs with ScanSoft™ PaperPort™ 12SE or ScanSoft™ PaperPort™ 11SE installed, please purchase the Brother NL-5 pack which is a multiple PC license agreement pack for up to 5 additional users. To purchase the NL-5 pack, contact your authorized Brother dealer or contact Brother customer service.



The installation is now complete.



- If you use a specified IP Address for the machine, you must set the Boot Method to Static by using the control panel. For more information, see Network menu in the Network User's Guide.
- Depending on your security settings, a
 Windows Security or antivirus software window
 may appear when using the machine or its
 software. Please allow or permit the window to
 continue.
- XML Paper Specification Printer Driver
 The XML Paper Specification Printer Driver is
 the most suitable driver for Windows Vista® and
 Windows® 7 when printing from the
 applications that use the XML Paper
 Specification documents. Please download the
 latest driver by accessing the Brother Solutions
 Center at http://solutions.brother.com/.



Install the Drivers & Software (Mac OS X 10.4.11 - 10.6.x)

Before you install

Make sure your machine is connected to the power and your Macintosh is ON. You must be logged on with Administrator rights.

• IMPORTANT

For Mac OS X 10.4.10 users, upgrade to Mac OS X 10.4.11 - 10.6.x. (For the latest drivers and information on the Mac OS X you are using, visit http://solutions.brother.com/.)



If you want to setup the PS driver (BR-Script3 printer driver), please go to the Brother Solutions Center at http://solutions.brother.com/ and click Downloads on your model page and visit FAQ's for setup instructions.

Install MFL-Pro Suite

- Put the installation CD-ROM into your CD-ROM drive.
- b Double-click the Start Here OSX icon. Follow the on-screen instructions.



C Choose Wireless Network Connection and click Next.



IMPORTANT

DO NOT cancel any of the screens during the installation.



Note

- · It may take a few minutes for installation to complete.
- · If your wireless settings fail, the Wireless Device Setup Wizard screen appears. Follow the on-screen instructions to complete the wireless configuration.
- d Follow the on-screen instructions until this screen appears. Choose your machine from the list, and then click OK.







- You can find your machine's MAC Address (Ethernet Address) and IP Address by printing out the Network Configuration List. See Print the Network Configuration List on page 35.
- · If this screen appears click OK.



Enter a name for your Macintosh in **Display Name** up to 15 characters long and click **OK**. Go to step **e**.



- If you want to use the machine's SCAN key to scan over the network, you must check the Register your computer with the "Scan To" function on the machine box.
- The name you enter will appear on the machine's LCD when you press (SCAN) and choose a scan option. (For more information, see Network Scanning in the Software User's Guide.)
- When this screen appears, click Next.



ОК!

The installation of MFL-Pro Suite is now complete.
Go to step 23 on page 34.

23

Download and install Presto! PageManager

When Presto! PageManager is installed OCR capability is added to Brother ControlCenter2. You can easily scan, share and organize photos and documents using Presto! PageManager.

On the Brother Support screen, click Presto! PageManager and follow the on-screen instructions.



Install MFL-Pro Suite on additional computers (if needed)

If you want to use your machine with multiple computers on the network, install MFL-Pro Suite on each computer. Go to step **22** on page 33.



The installation is now complete.



If you use a specified IP Address for the machine, you must set the Boot Method to Static by using the control panel. For more information, see *Network menu* in the *Network User's Guide*.

Web Based Management (web browser)

The Brother print server is equipped with a web server that allows you to monitor its status or change some of its configuration settings, using HTTP (Hyper Text Transfer Protocol).



- The default User Name is 'admin' and the default password is 'access'. You can use a web browser to change this password.
- We recommend Microsoft® Internet Explorer® 6.0 (or greater) or Firefox 3.0 (or greater) for Windows® and Safari 3.0 (or greater) for Macintosh. Please also make sure that JavaScript and cookies are always enabled in whichever browser you use. To use a web browser, you will need to know the IP address of the print server. The IP address of the print server is listed on the Network Configuration List.
- Open your browser.
- Type "http://machine's IP address/" into your browser's address bar (where "machine's IP address" is the IP address of the printer or the print server name).
 - For example: http://192.168.1.2/



See Web Based Management in the Network User's Guide.

Print the Network Configuration List

You can print the Network Configuration List to confirm the current network settings.

- Turn on the machine and wait until the machine is in the Ready state.
- Press MENU.
- Press ▲ or ▼ to display Print Reports.
 Press Print Reports.
- Press ▲ or ▼ to display Network Config.

 Press Network Config.
- Press Black Start or Color Start.

 The machine will print the current network settings.

Restore the network settings to factory default

To restore all network settings of the internal Print/Scan server to factory default, please follow the steps below.

- Make sure the machine is not operating, then disconnect all the cables from the machine (except the power cord).
- Press MENU.
- Press ▲ or ▼ to display Network.

 Press Network.

Press Network Reset.

- Press ▲ or ▼ to display Network Reset.
- Press Yes.
- Press Yes for 2 seconds.

 The machine will restart, re-connect cables once this is complete.

Color Correction (if needed)

Color Calibration

The output density for each color may vary depending on the environment the machine is in, such as temperature and humidity. Calibration helps you to improve the color density.



- If you print using the Direct Print feature or the BR-Script printer driver, you need to perform the calibration from the control panel. See *Using the control panel* on page 36.
- If you print using the Windows® printer driver, the driver will get the calibration data automatically if both Use Calibration Data and Get Device Data Automatically are on. See Advanced tab in the Software User's Guide.
- If you print using the Macintosh printer driver, you need to perform the calibration using Status Monitor. After turning Status Monitor on, choose Color Calibration from Control menu. See Status Monitor in the Software User's Guide.

Using the control panel

- Press MENU.
- Press ▲ or ▼ to display Printer.

 Press Printer.
- Press ▲ or ▼ to display Calibration.

 Press Calibration.
- d Press Calibrate.
- Press Yes.
- f Press Stop/Exit.

You can reset the calibration parameters back to those set at the factory.

- Press MENU.
- Press ▲ or ▼ to display Printer.

 Press Printer.
- Press ▲ or ▼ to display Calibration.
 Press Calibration.
- Press Reset.
- Press Yes.
- f Press Stop/Exit.

Color Registration

Auto Registration

You can adjust the print position of each color automatically.

- Press MENU.
- Press ▲ or ▼ to display Printer.

 Press Printer.
- Press A or ▼ to display Auto Regist..

 Press Auto Regist..
- d Press Yes.
- Press Stop/Exit.
- To adjust the print position of each color manually, see *Manual Registration* in the *Advanced User's Guide*.

Brother CreativeCenter



Get inspired. If you're using Windows[®], double-click the Brother CreativeCenter icon on your desktop to access our FREE web site with many ideas and resources for personal and professional use.



Mac users can access Brother CreativeCenter at this web address:

http://www.brother.com/creativecenter/

Options and Consumables

Options

The machine has the following optional accessories. You can expand the capabilities of the machine by adding these items. For more information about the optional Lower Tray Unit and compatible SO-DIMM Memory, visit us at http://solutions.brother.com/.



For installing the SO-DIMM Memory, see *Installing extra memory* in the *Advanced User's Guide*.

Lower Tray Unit	SO-DIMM Memory
LT-300CL	You can increase the memory by installing one
The lower paper tray unit can hold up to 500 sheets of paper. When the tray is installed, the machine expands total input capacity up to 800 sheets.	SO-DIMM (Small Outline Dual In-line Memory Module).

Consumables

When the time comes to replace consumable items, an error will be indicated by the LCD on the control panel. For more information about the consumables for your machine, visit us at http://solutions.brother.com/ or contact your local Brother reseller.

Toner cartridges	Drum unit
Standard Toner: TN-310 (C/M/Y/BK) High Capacity Toner: TN-315 (C/M/Y/BK)	DR-310CL
Belt Unit	Waste Toner Box
BU-300CL	WT-300CL

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